



# **2005 City of San José Community Survey**

**Sample Size N = 1,000**

**April 2006**

320-271

***Fairbank, Maslin, Maullin & Associates***  
***Opinion Research & Public Policy Analysis***

Santa Monica, CA – Oakland, CA – Madison, WI - Mexico City

# City of San José Community Survey



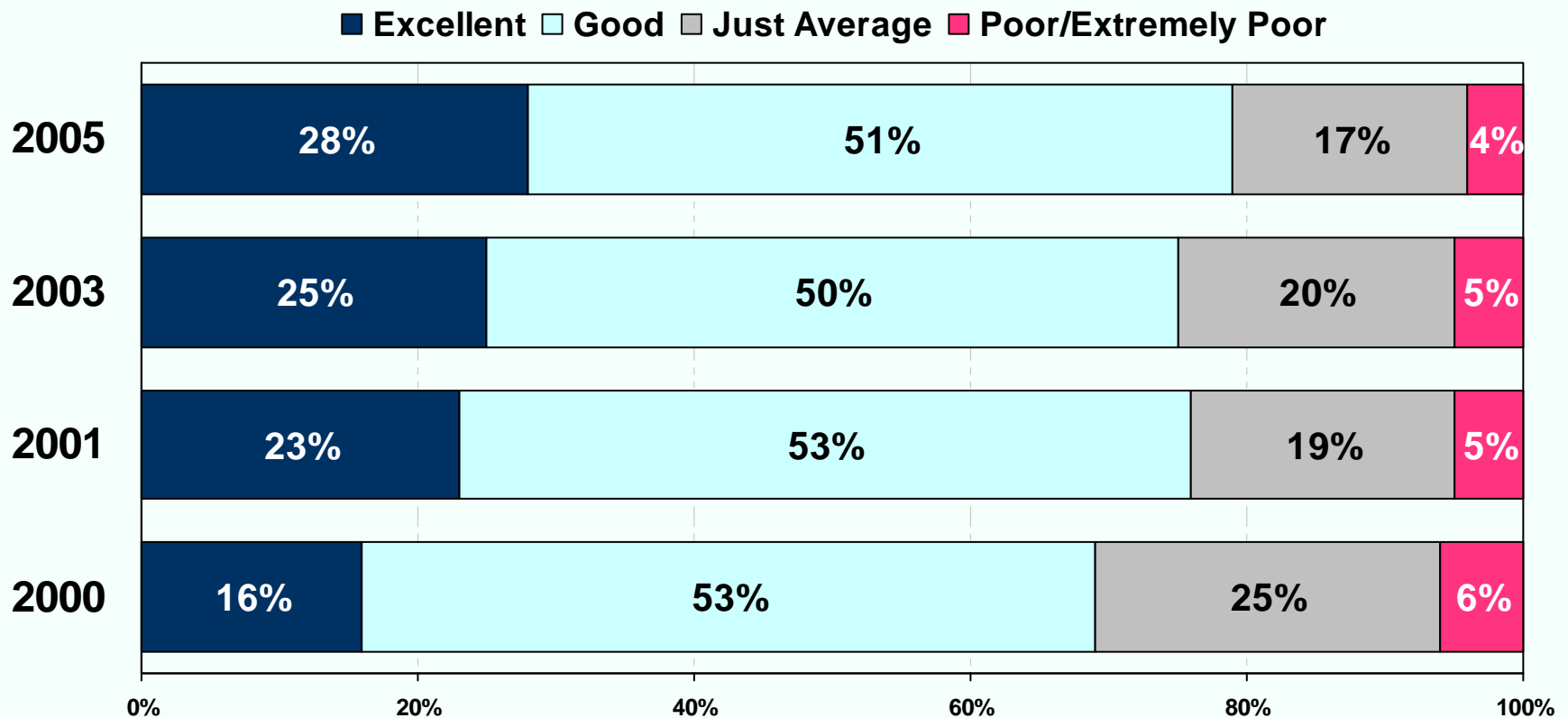
## Methodology

- ✓ Telephone survey of 1,000 randomly selected adult San José residents
- ✓ Interviews conducted in English, Spanish and Vietnamese from December 15-21, 2005

# City of San José Community Survey



## Residents' opinions of the quality of life in San José have improved.

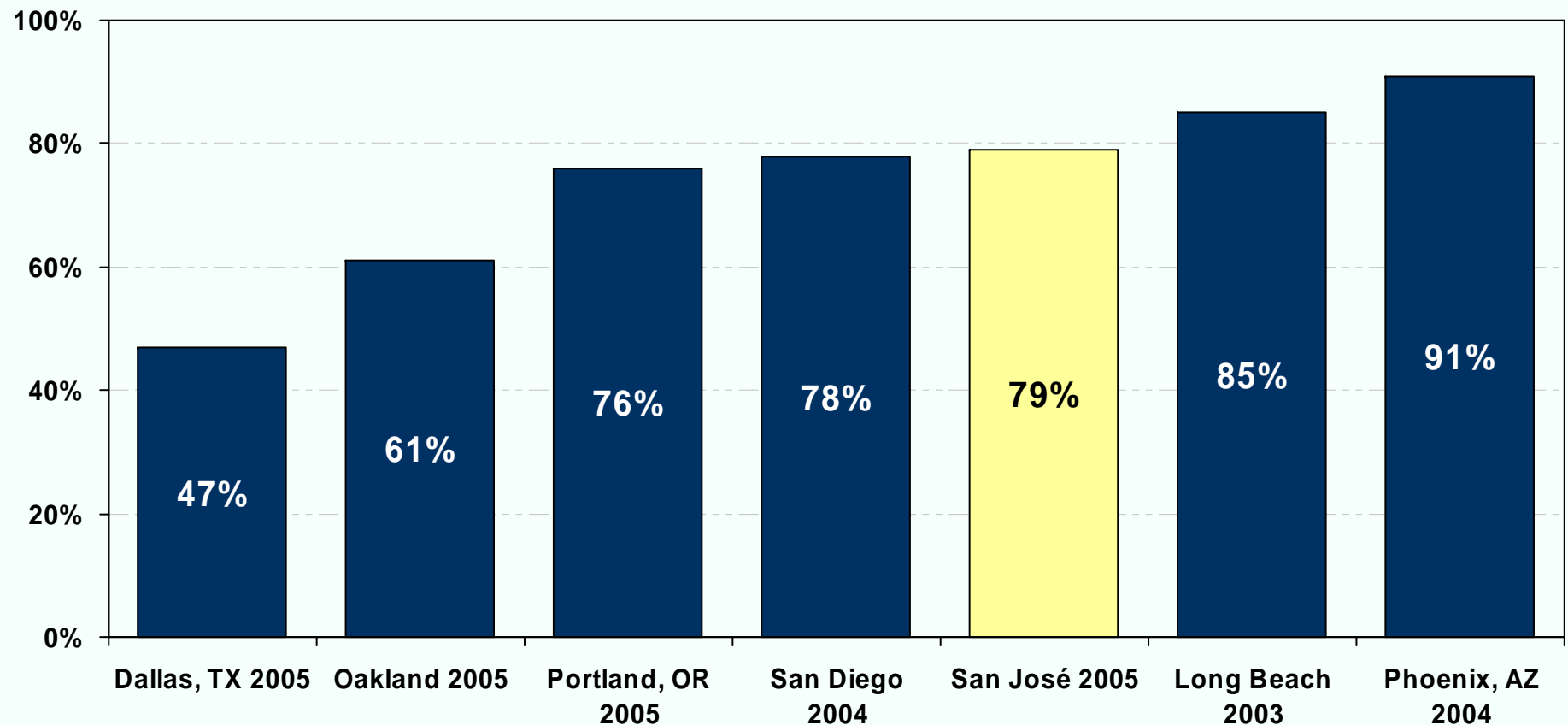


3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

# City of San José Community Survey



## Ratings of quality of life in San José are comparable to other cities.

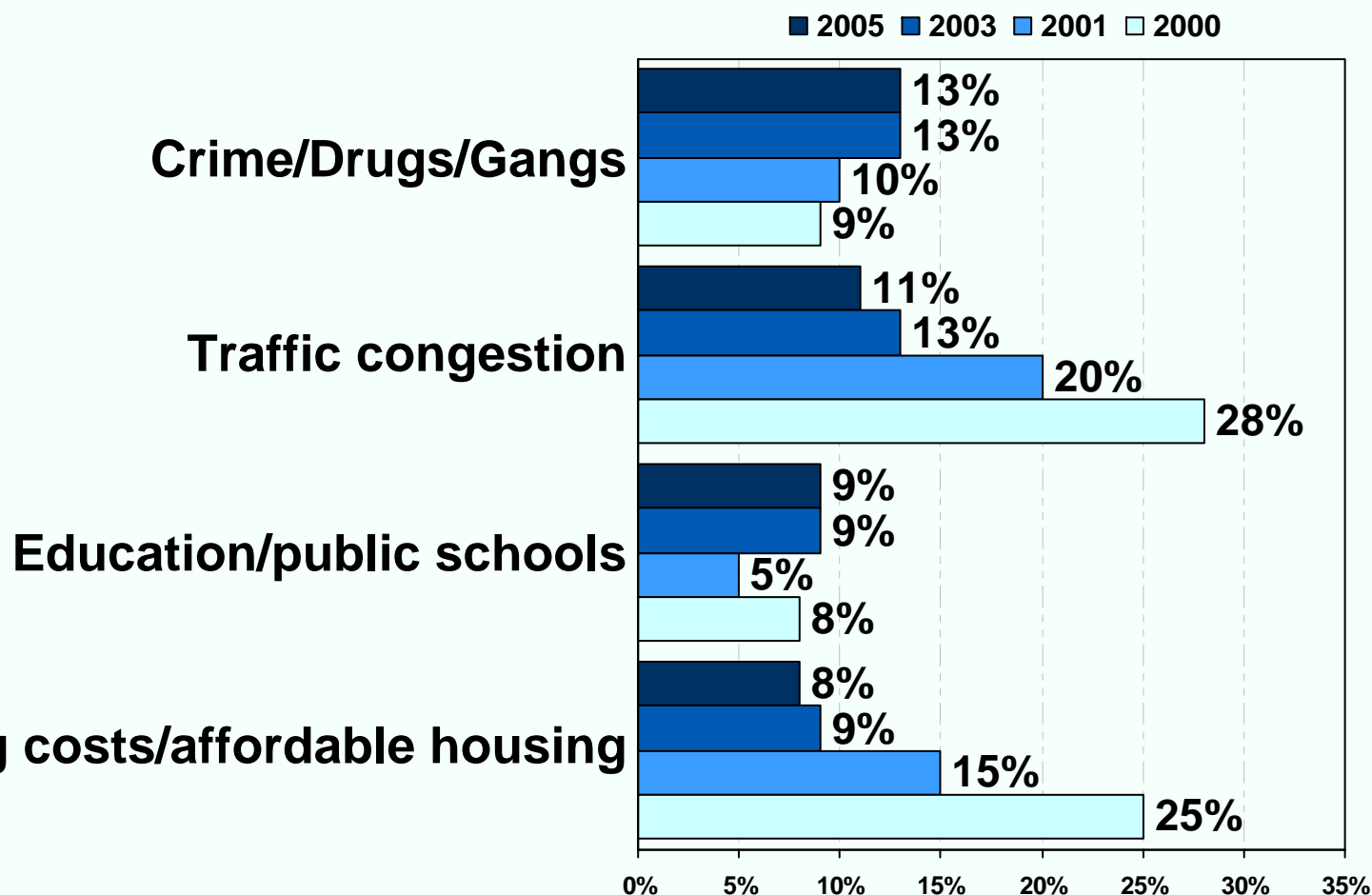


3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

# City of San José Community Survey



## Crime and traffic continue to top residents' concerns.

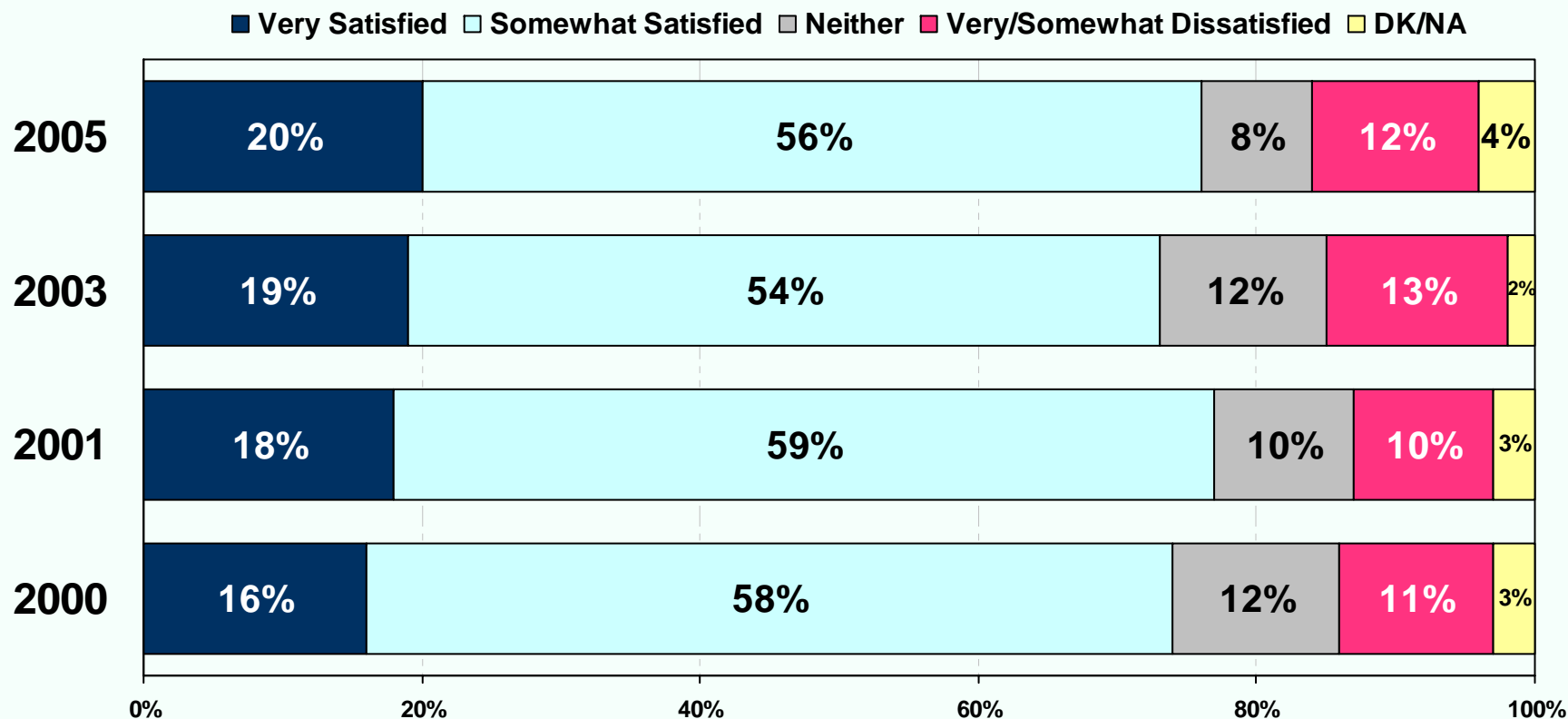


4. What do you think is the most serious issue facing the residents of San José that you would like to see City government do something about?

# City of San José Community Survey



**Residents continue to have generally positive feelings about the quality of City services.**

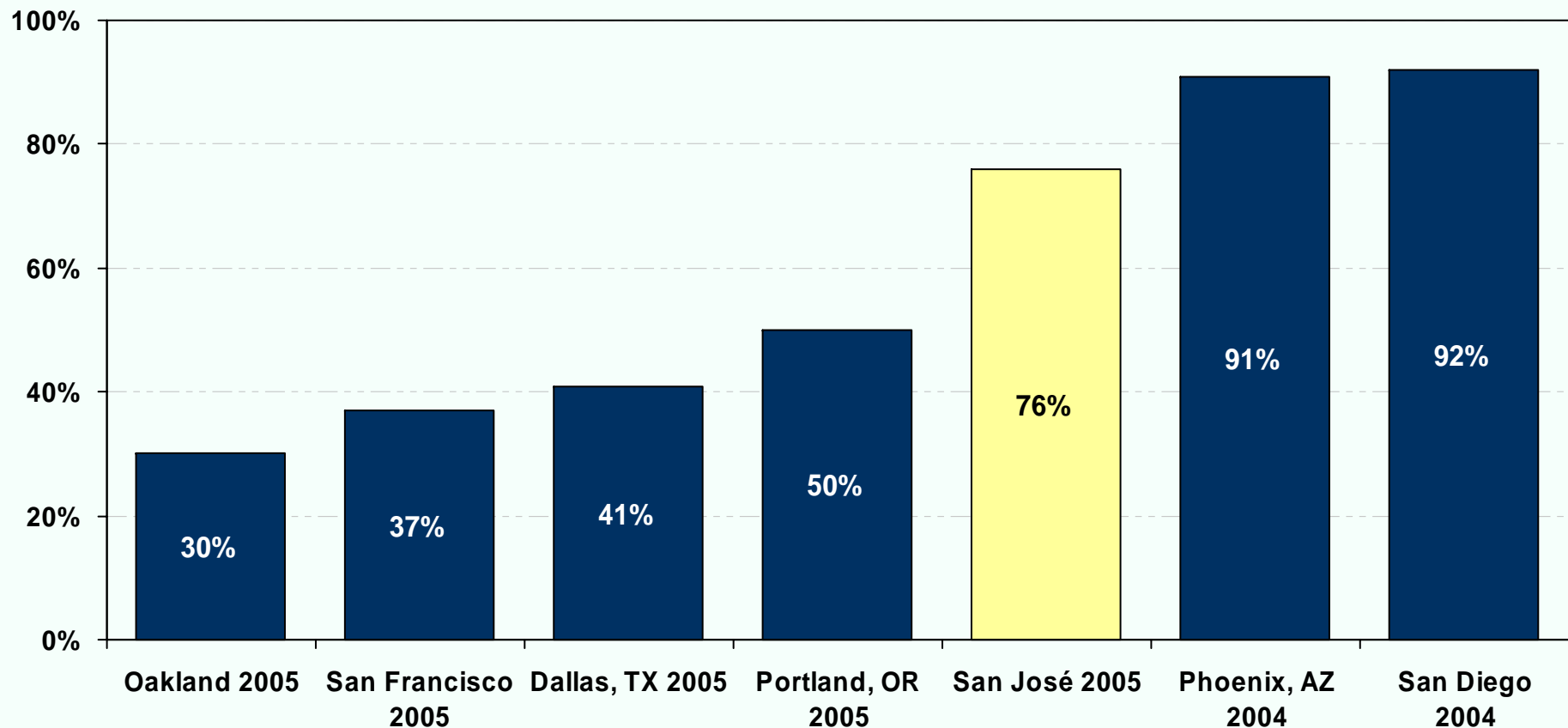


13. Thinking about the overall quality of the services provided by the City of San José, would you say that you are..?

# City of San José Community Survey



## Ratings of city services in San José are high compared to other cities.



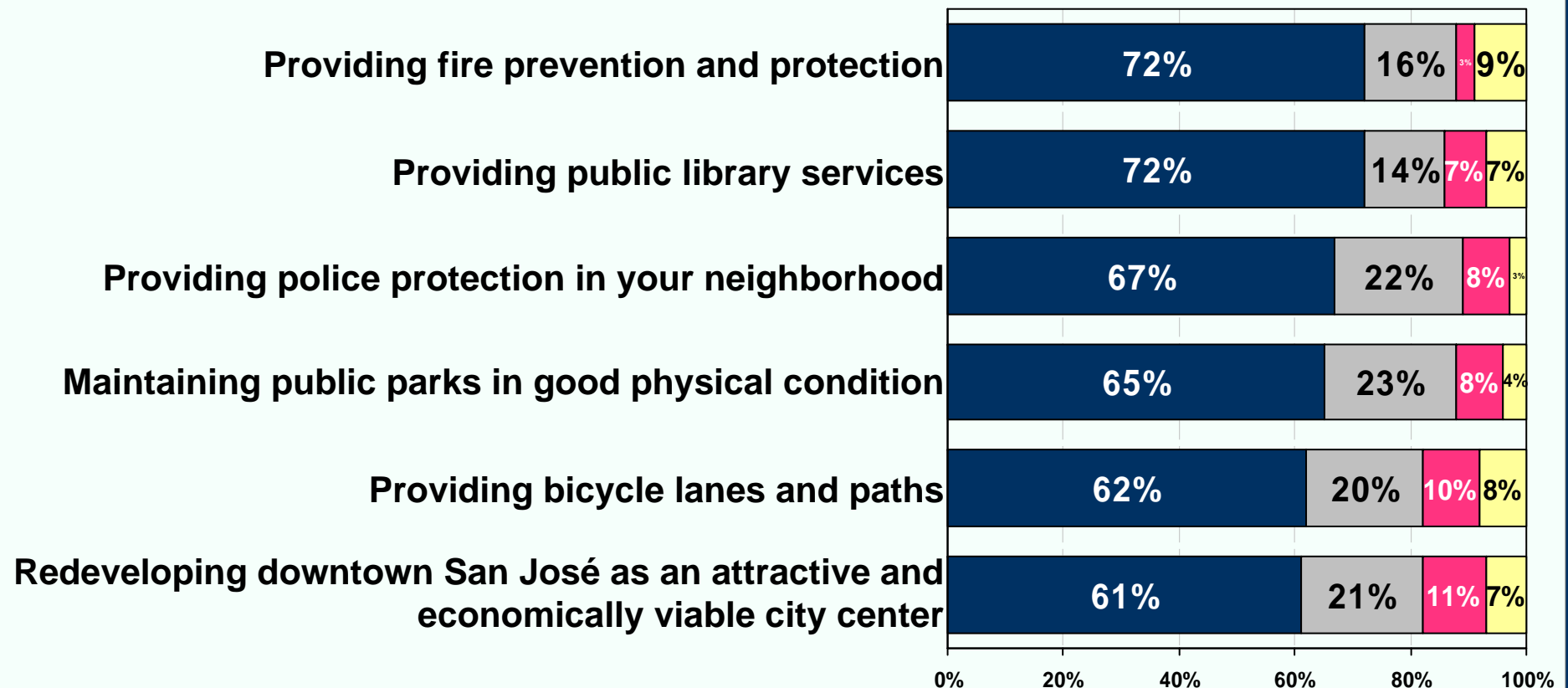
13. Thinking about the overall quality of the services provided by the City of San José, would you say that you are..?

# City of San José Community Survey



## Library services and fire protection earn the most positive evaluations.

■ Exc./Good ■ Just Avg. ■ Poor/Ext. Poor ■ DK/No Op.



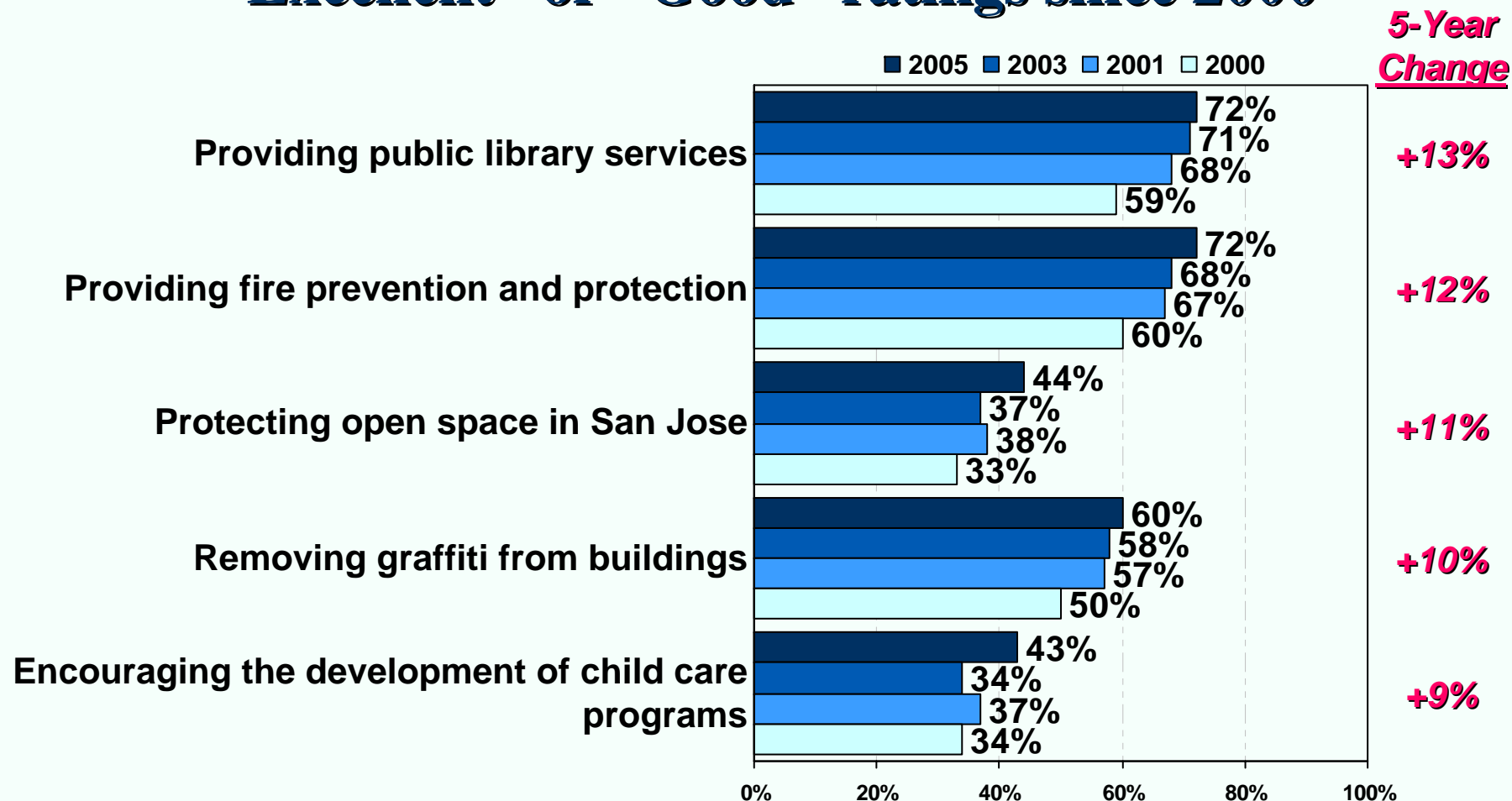
14. Let me ask you about some specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a service I mention to you, you can tell me that too.



# City of San José Community Survey



## Services showing greatest increase in “Excellent” or “Good” ratings since 2000

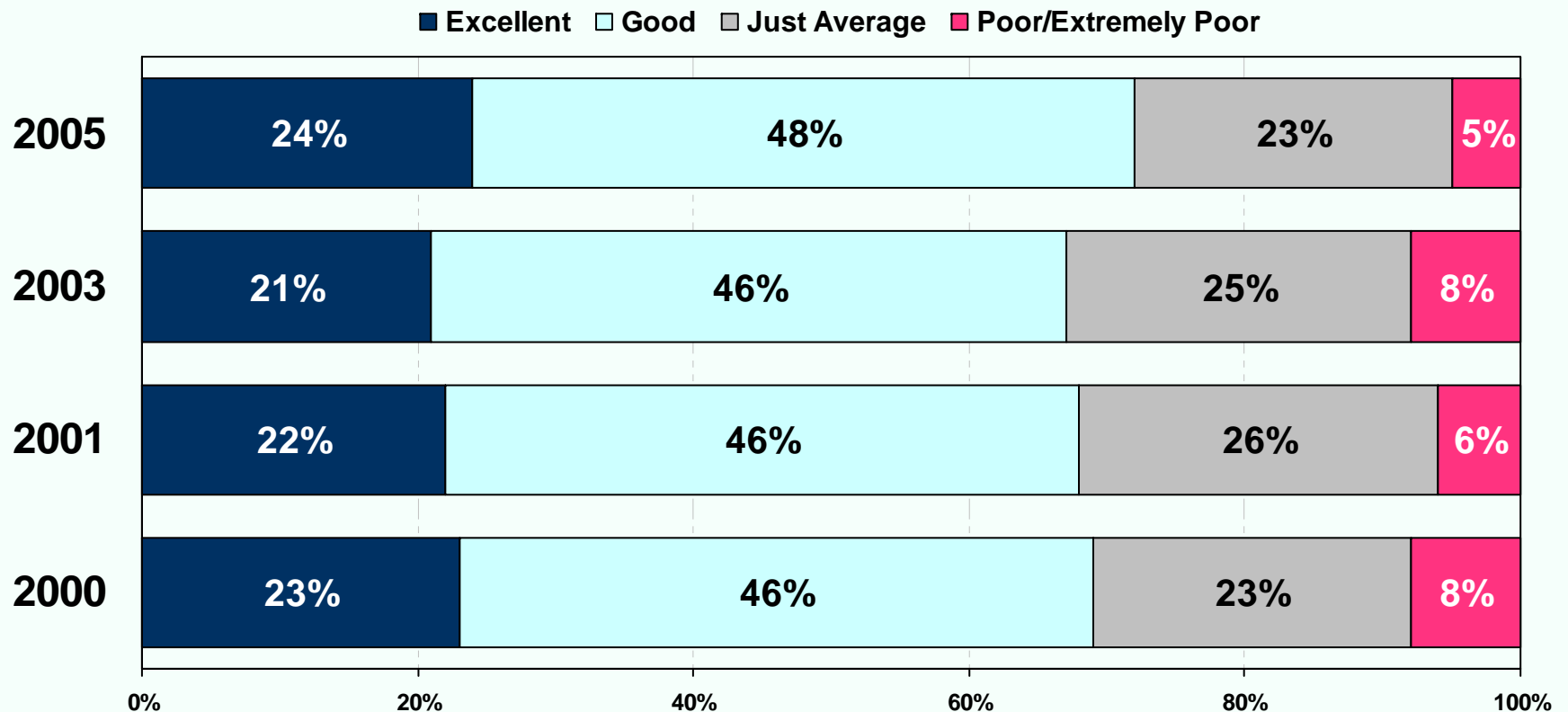


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# City of San José Community Survey



## Residents' opinions of the physical condition of their neighborhoods remain positive.

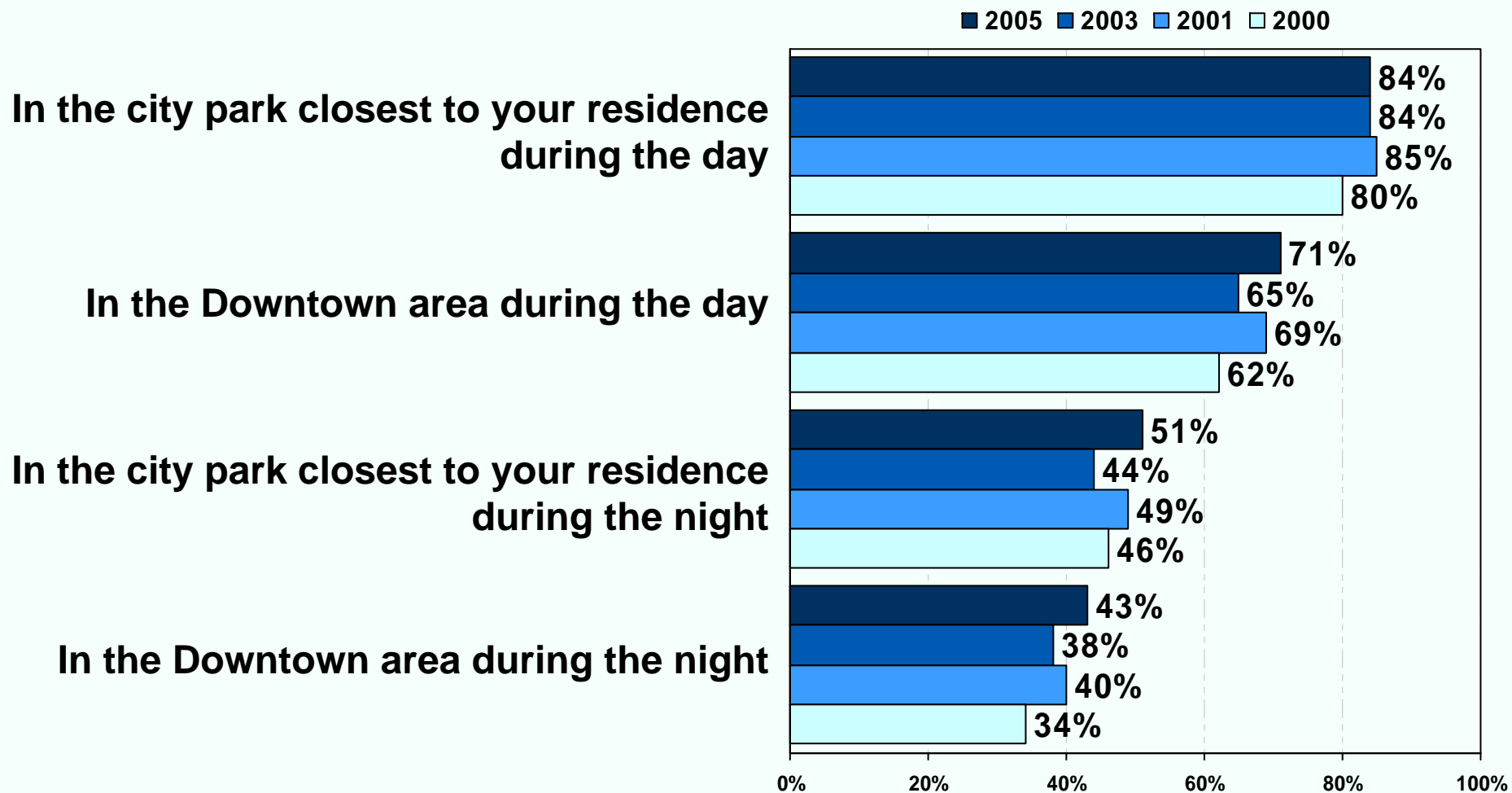


5. I would like you to picture in your mind the neighborhood in San José where you live. Would you say that the overall physical condition of your neighborhood – that is, the physical condition of the houses and/or apartment buildings, front and back yards, shops, streets and sidewalks – is generally...?

# City of San José Community Survey



## Residents' feelings of safety in parks and downtown have improved.

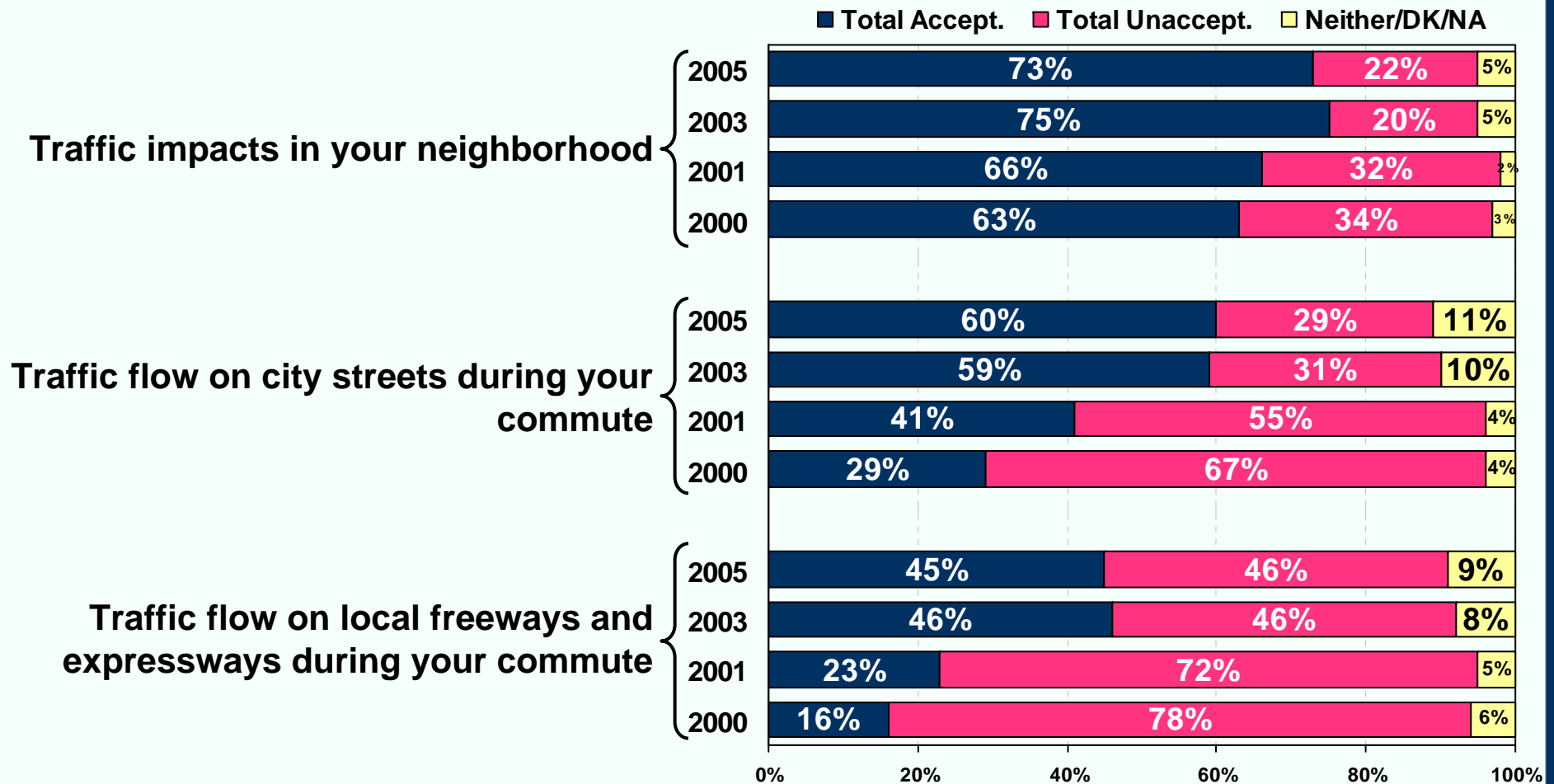


Q20/Q22. Can you tell me how safe you feel during the day/night when walking \_\_\_\_\_? Do you feel safe, unsafe, or neither safe nor unsafe?

# City of San José Community Survey



## Perceptions of traffic have improved in the last five years.

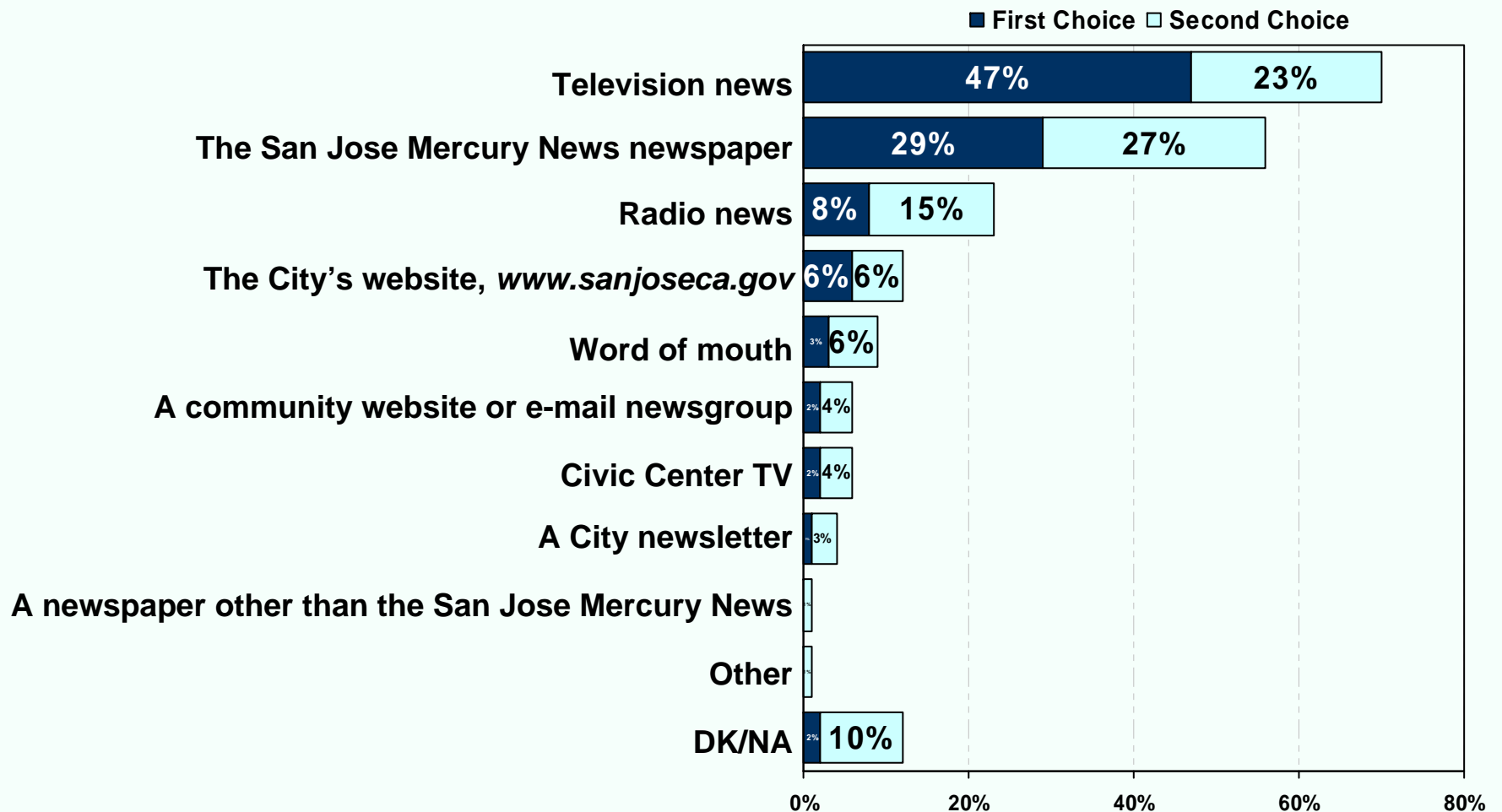


12. I am going to mention different types of traffic in and around the City of San José. After I read each one, please tell me whether you consider that type of traffic to be moving at an acceptable or unacceptable pace.

# City of San José Community Survey



## TV news is residents' top source of information about City government.

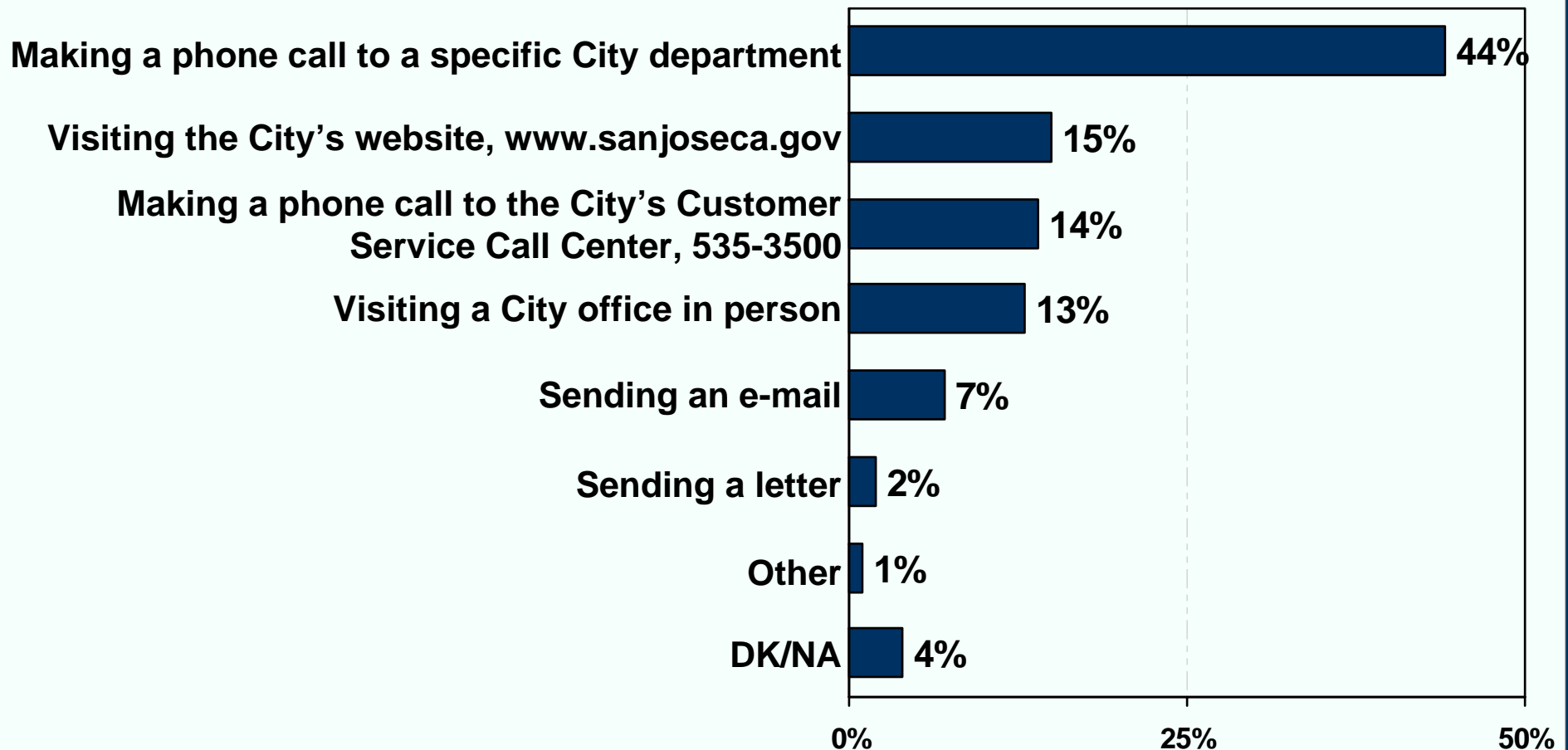


30. Which of the following sources of information do you use most often to get news and information about San José City government?

# City of San José Community Survey



**By a sizable margin, residents would prefer to contact City departments by phone.**



31. In non-emergency situations, if you needed to request services or information from the City of San José, which of the following methods would you prefer to use to contact the City?



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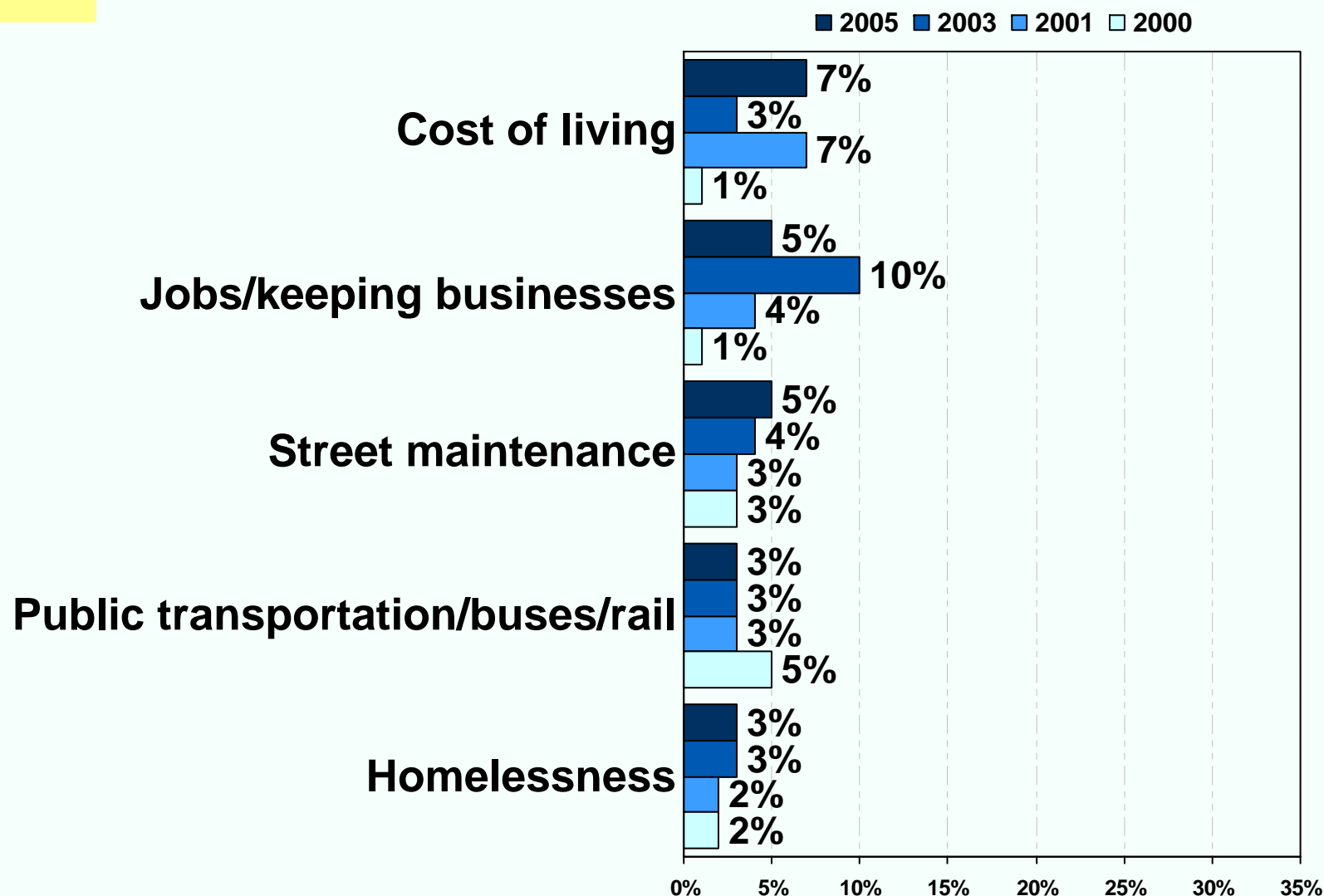
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# City of San José Community Survey



## Continued



4. What do you think is the most serious issue facing the residents of San José that you would like to see City government do something about?



# City of San José Community Survey



## Continued



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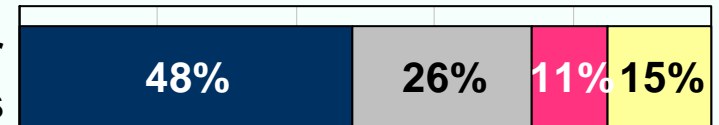
# City of San José Community Survey



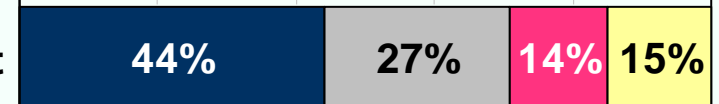
## Continued

■ Exc./Good ■ Just Avg. ■ Poor/Ext. Poor ■ DK/No Op.

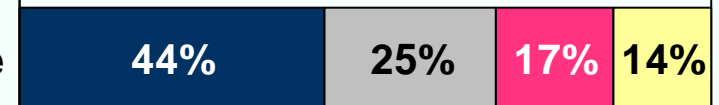
**Providing an adequate number and variety of outdoor special events**



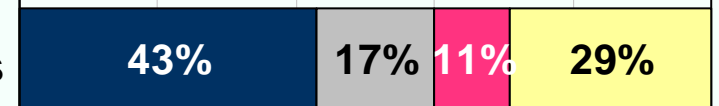
**Enhancing public spaces with public art**



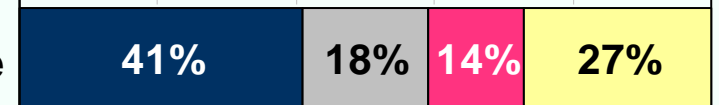
**Protecting open space in San José**



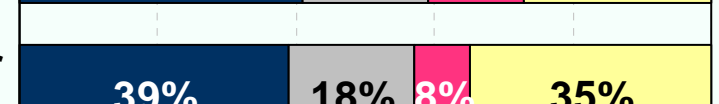
**Encouraging the development of child care programs**



**Providing after-school programs for young people**



**Providing programs to help seniors that live on their own**



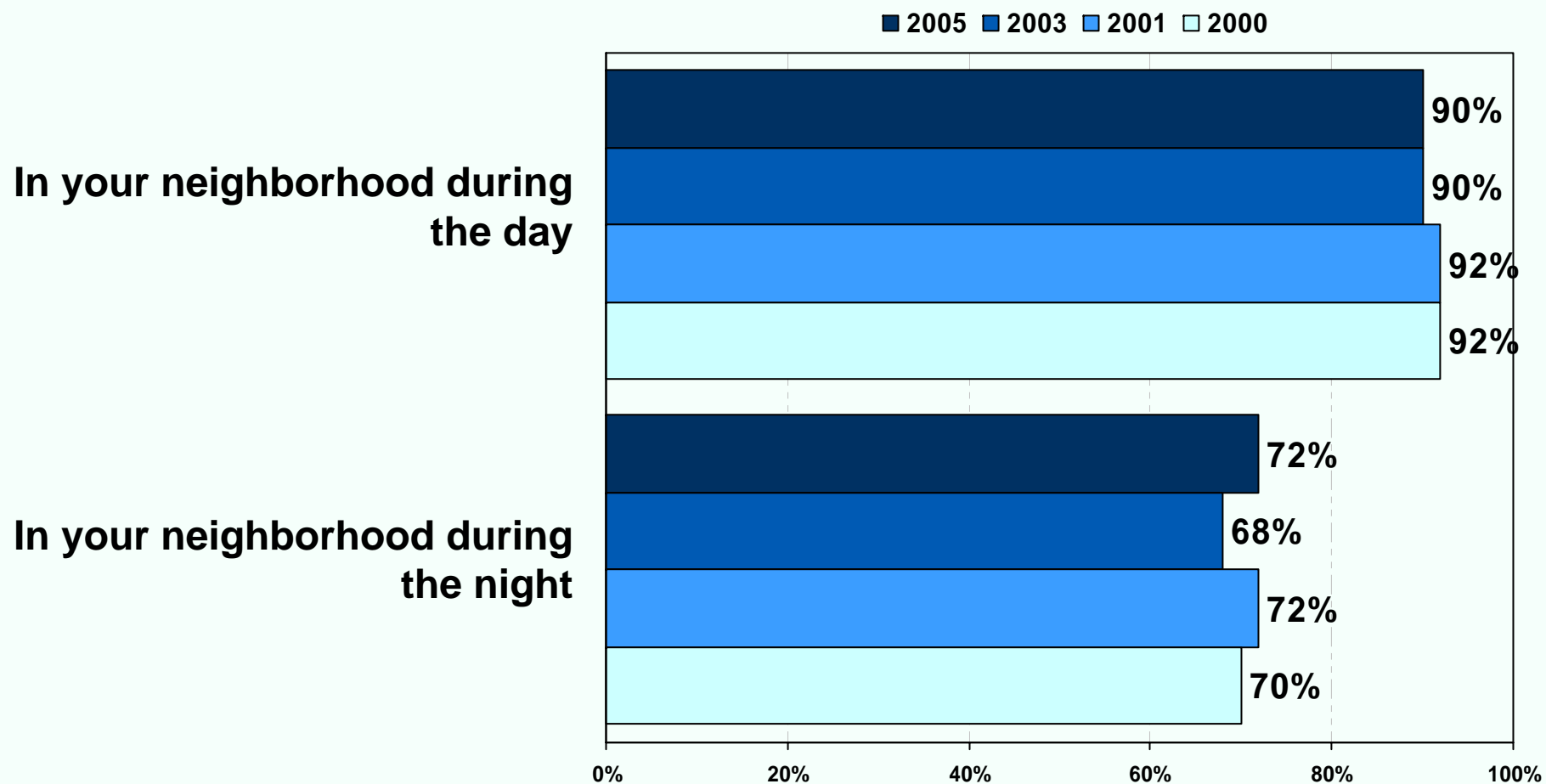
0% 20% 40% 60% 80% 100%

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# City of San José Community Survey



## Residents continue to feel safe in their neighborhoods.

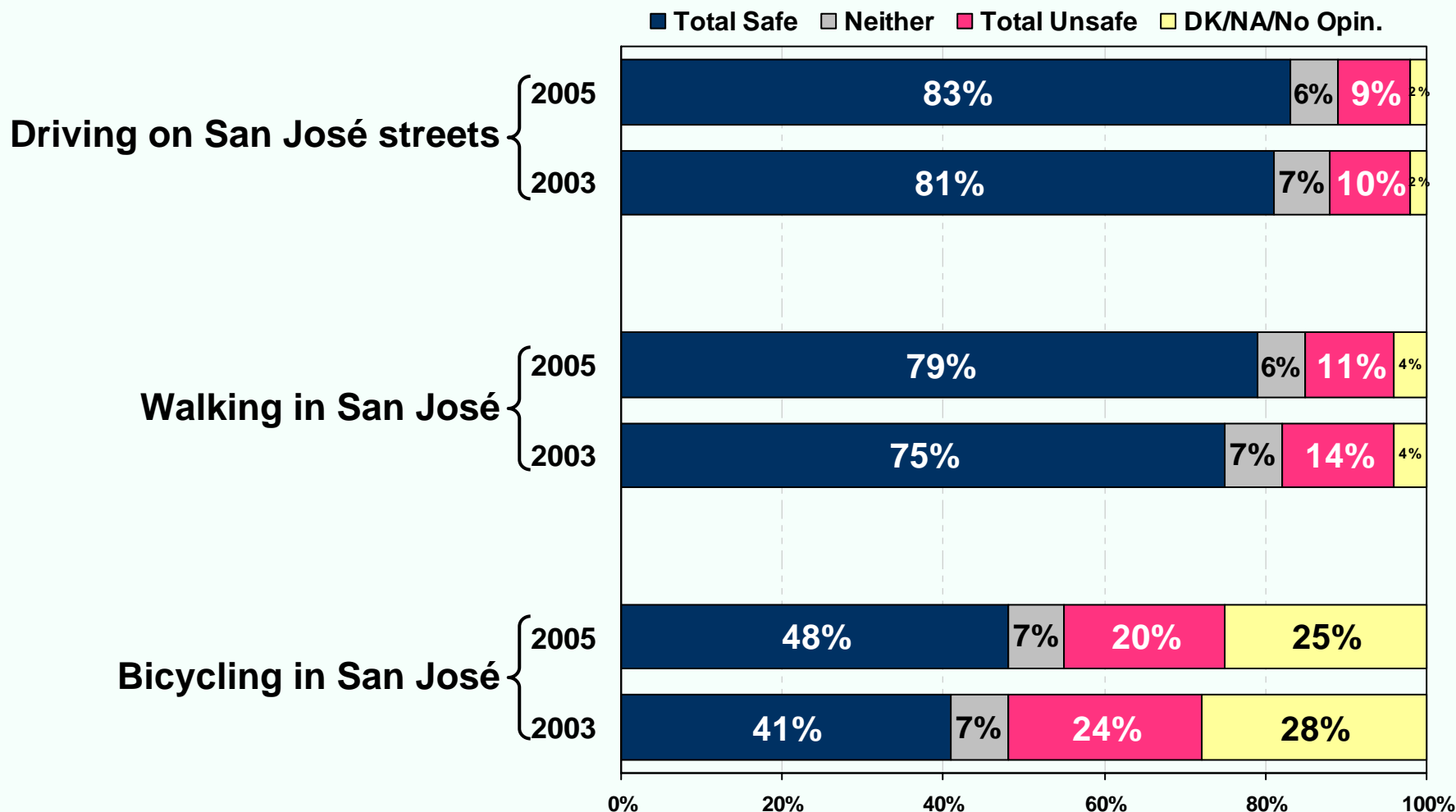


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# City of San José Community Survey



## Four out of five residents feel safe driving on San Jose streets.



23. How safe do you feel traffic conditions are when you travel in San José using the following methods? Do you feel safe, unsafe, or neither safe nor unsafe?